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Owner **Melanie Tasker**
Area **S1-Clinical Governance**
Applicability **St John of God Organisation**

CG0012 Consumer Feedback Policy

Our Vision - We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.

Our Mission - To continue the healing mission of Jesus.

PURPOSE

The purpose of this policy is to –

1. Provide caregivers with direction on managing complaints
2. Direct the reporting of complaints to identify opportunities for quality improvement
3. Acknowledge outstanding service provided by caregivers
4. Contribute to the SJGHC Strategic Theme of Clinical Excellence.

RELATED DOCUMENTS

This policy is to be read in conjunction with –

[CG0012 0001 Complaints Management Procedure](#)

[CG0012 0001 0001 Roles and Responsibilities for Caregivers in Receiving and Managing Complaints Toolkit](#)

[CG0012 0001SV AC Feedback and Complaints Procedure- Accord](#)

SCOPE

This policy applies to:

Organisational

St John of God Health Care Inc. ("SJGHC")

Individual

SJGHC Caregivers (all employed personnel);

Contractors;

Visiting Medical Officers;

Student and volunteers;

Diocesan Catholic Chaplains and representatives of other faiths.

Trustees

Board

Other health practitioners, accredited or contracted, who provide care or services to patients, clients and caregivers of SJGHC.

Collectively referred to as "caregiver"

SUBJECT MATTER

Consumer Feedback

Includes complaints and compliments about SJGHC services, treatment or caregivers. Complaints must be responded to in a timely, transparent and equitable manner and reviewed for opportunities to improve overall service delivery. Compliments must be acknowledged and responded to in writing where appropriate.

POLICY

1. SJGHC, as an organisation will –
 1. Welcome and promote communication about care and service experiences from consumers and the community.
2. SJGHC Hospitals and Services will –
 1. Inform consumers of the complaints and compliments process in admission packs, patient compendiums and displays in public areas as appropriate.
 2. Manage complaints and compliments objectively and transparently.
 3. Provide opportunities for consumers to acknowledge good or poor performance, including but not limited to feedback requests after discharge and comment cards in consumer areas.
 4. Conduct complaints management –
 - responsively, fairly, equitably, aligned with principles of natural justice and without prejudice by a process consistent with the Mission and Values of SJGHC
 - objectively, through a detailed review of the facts

- confidentially
- transparently where the complainant is provided with a detailed understanding of the complaints process and the anticipated timeframe for a response
- supportively, where complainants are identified as having additional needs (e.g. language, literacy, physical, cultural, disadvantage)
- in accordance with the SJGHC privacy, clinical incident, patient information management and other relevant policies.

Complaints

1. SJGHC will -

1. Expect all caregivers to undertake complaints management in accordance with their role, as outlined in CG0012 0001 0001 Roles and Responsibilities for Caregivers in Receiving and Managing Complaints Toolkit.

2. Caregivers will –

1. Treat all complaints confidentially in accordance with CG0012 0001 Complaints Management Procedure.
2. Attempt to resolve **informal (verbal) complaints** at the point of service.
3. Seek assistance from their line manager if unable to resolve the complaint at point of service.
4. Escalate to the caregiver responsible for complaints management at the Hospital or Service if the complaint –
 - Is not resolved to the satisfaction of the complainant
 - Involves multiple clinical service areas, or
 - Could result in legal, financial or reputational impacts
5. Advise the complainant of action being taken to manage their complaint and assure them that their care or the care of the person they have lodged a complaint on behalf of will not be negatively affected.
6. Escalate all written complaints to the caregiver responsible for complaints management.

3. The caregiver responsible for complaints management will –

1. Respond to complaints in a timely, transparent and equitable manner
2. Capture formal complaints in the electronic Complaints Management module in RiskMan.
3. Risk rate all formal complaints in accordance with CG0012 0001 Complaints Management Procedure.
4. Coordinate the investigation and resolution of the complaint and response to the complainant.
5. Provide reports to relevant committees highlighting statistics, themes and trends for the

purpose of implementing service improvements.

Compliments

1. Caregivers will –
 1. Acknowledge compliments and thank the consumer for providing the compliment.
 2. Escalate written compliments to the appropriate caregiver to –
 - Upload in the electronic Feedback module in RiskMan.
 - Prepare a formal written response if appropriate.

BREACH OF POLICY

Failure to comply with this Policy by a member of SJGHC may be considered a breach of the Code of Conduct and may result in disciplinary action.

LEGISLATION

Privacy Act 1988 (Commonwealth)

AUTHORITY

ASSOCIATED DOCUMENTS

[GO GRC0008 0000 0001 Group Risk Assessment Criteria](#)

[GO GRC0010 Privacy Compliance Policy](#)

[PC0004 Partnering with Consumers in Organisational Design and Governance Policy](#)

[PC0007 Inclusion and Diversity for Patients, Clients and Consumers Policy](#)

[WF IR0013 Misconduct Policy](#)

GLOSSARY

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Approval Signatures

Step Description

Approver

Date

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